



# KDADS VEHICLE RENTAL PROCEDURE



## Reservation Information

1. **Reservation Link:** Enterprise has created a special link to streamline the reservation process – access it by clicking [HERE](#). **This is the preferred booking method.**
2. **Reservation by Phone:** Call the Rental Branch or 1-800-RENT-A-CAR and provide the Account Number and Billing Number (see below).
3. **Topeka Enterprise Reservation Location:** 400 Van Buren. 785-354-9931.
4. **Not in an Area Where There's an Enterprise location?** Those in areas without an Enterprise location should contact Kimberly Heuermann, Global Mobility Consultant [Kimberly.a.heuermann@ehi.com](mailto:Kimberly.a.heuermann@ehi.com) (or call/email Shelly Coverdale and/or Stacey Calhoon). Kim will personally work with the closest Enterprise location to help facilitate your rental needs.
5. **Customer Service:** Enterprise has created a special email address that can be used to ask questions or seek assistance: [#sokenterprishelp@ehi.com](mailto:#sokenterprishelp@ehi.com).

## Topeka Based Staff Only Information

Contact Shelly Coverdale ([shelly.coverdale@ks.gov](mailto:shelly.coverdale@ks.gov)) **before renting** to ensure there are no State vehicles available for the timeframe needed.

## Billing Information

- **The recommended use code for KDADS staff is SOKNOIN - Sedan/Minivan/SUV/Hybrid.** If you need a pick-up truck, cargo van or large passenger van, please consult your supervisor and obtain approval.

**Sedan/Minivan/SUV/Hybrid**  
**ACCOUNT #: SOKNOIN**  
**BILLING #: 17210578**

**Pick-Up Truck/Cargo**  
**Van/Large Passenger Van**  
**ACCOUNT #: SOKCOV**  
**BILLING #: 17210504**

- **Booking Online – Sales and Kansas Excise Tax:** When you book your rental with Enterprise online, both sales and Kansas excise tax will appear on the confirmation. Rest assured that both taxes will be removed by Enterprise when the vehicle is picked up.
- **Rental Costs – Fees Incurred if Over 24-Hours:** After 24 hours with a vehicle, Enterprise provides a grace period of 59 minutes before an hourly charge is added. After 59 minutes is up, the charge starts at the time of pickup. If you only need a vehicle for a day, please make sure you return it within 24 hours with pick up time (noted on your receipt) being the starting time.

## Accident in a Rental Vehicle

- If you are in an accident in a rental vehicle, please report it within 24-hours to Shelly Coverdale and/or Stacey Calhoon. A claim will be filed immediately upon report even if we don't have all the details.
- File a Report with Police, Sheriff or Highway Patrol (hit an animal, hit another vehicle or person, public property was involved, etc.).
  - ❖ You are required to report accidents to law enforcement. This is not optional.
  - ❖ Send the report to Shelly and/or Stacey as soon as you get it – hard copy or scanned version via email.
- File an accident report with the rental company.

## Damage to a Rental Vehicle

(i.e. windshield damage, cart from a store hits the vehicle and leaves a dent, etc.)

- Please report the damage within 24-hours to Shelly Coverdale and/or Stacey Calhoon. A claim will be filed immediately upon report even if we don't have all the details.
- File a damage report with the rental company.

## Ktag in Rental Vehicle

- **The KTAG may not work if you don't use the suction cup and stick the KTAG on the windshield as close to the middle as possible.** The rental company gets involved because the vehicle is traced by the license plate. They in turn track the rental down based on date/time usage. KDADS is then billed for the toll, the violation fee from KTAG plus processing fees from the rental agent.